

September 1, 2020

## An Important Update for Our Utility Customers

### Re: City of Saskatoon Flexible & Personalized Repayment Plan for Outstanding Utility Arrears

We understand the ongoing COVID-19 pandemic has created financial hardship for some City of Saskatoon Utility customers.

In response, the City of Saskatoon is offering a **flexible and personalized repayment plan** for those customers who have accrued an outstanding utility arrears balance on their account.

#### Eligibility:

- You are eligible for the flexible repayment plan as long as you keep up your regular monthly utility payment; and,
- You make your agreed-upon personal repayment amount against your arrears balance monthly. Additional penalty will not be applied to your account if you keep up with your payments.

#### Here's how to start your flexible and personalized repayment plan:

Please email [Revenue.Collections@Saskatoon.ca](mailto:Revenue.Collections@Saskatoon.ca) or call **306-975-2405** and provide the following information:

- Account Holders Name
- City of Saskatoon Utility Account Number
- Total Outstanding City of Saskatoon Utility Account Balance
- Proposed Timeline required to Pay Arrears in Full

After you submit your information as above, you'll receive a confirmation email or callback to confirm your proposed arrangement has been accepted. **Please note:** due to the unique and individual nature of our customers' personal requests, it may take up to 6 business days to receive an email or phone confirmation on your request.

**Reminder – Important Date:** If your account is in arrears and you do not contact the City of Saskatoon to make payment arrangements on or **before September 30, 2020**, regular collections activities will resume.

We look forward to assisting you with your flexible and personalized repayment plan for your utilities. Visit [saskatoon.ca/covid-19](https://saskatoon.ca/covid-19) for timely updates on City services of interest to you.